AllyCare Premium Support

AllyCare is a comprehensive support and maintenance service for NetAlly's network tools and AirMagnet® software that offers significant value over standard warranty. By maintaining your AllyCare membership throughout the life of your product you can ensure your NetAlly handheld network tester or AirMagnet software is kept up to date with the latest features and functionality.

Membership of AllyCare can be purchased as either a 1-year, 2-year, or a value-added 3-year membership.

AllyCare
PRODUCT SUPPORT

Software & Firmware Updates
Recieve access to all software updates

AllyCare-Enabled Product Features
Enhanced features for testing, analysis, & reporting

Repairs & Replacements
Coverage on defective products & accessories

Customer Experience & Solutions Center
Priority access to our world-class technical experts

Membership Benefits

Support Features	AllyCare Support	Standard Warranty
Latest Software & Firmware Updates	Yes	90-day manufacturing defects only
Repair Service Covered*	Yes	1-year manufacturing defects only
Accessory Replacements*	Yes	90-day manufacturing defects only
AllyCare-Enabled Product Features *(See page 2)*	Yes	No
Exclusive Online Product Tutorials	Yes	No
Priority access to a Customer Experience & Solutions expert	Warranty support, plus priority product functionality and issue troubleshooting	License, installation, registration, application launch and warranty repairs only

See AllyCare Restrictions on page 2.

AllyCare
PRODUCT SUPPORT

3-year AllyCare provides a 20% savings when compared with current AllyCare pricing along with 3-year price protection.

7 Months Free

Pay for 29 Months

- Free
- Pay

3-Year AllyCare
for Network Testers

1 Year Free

Pay for 2 Years

- Free
- Pay

3-Year AllyCare
for AirMagnet

AllyCare Premium Support

Membership of AllyCare can be purchased as either a 1-year , 2-year, or a value-added 3-year membership.

AllyCare-Enabled Product Feature	NetAlly Products	With AllyCare	Without AllyCare
Advanced Survey Heatmaps in Link-Live Signal coverage heatmaps and reporting are available to all users. With AllyCare support, you get access to additional heatmaps: Noise, SNR, Adjacent Channel Interference, Co-Channel Interference, AP Coverage, Min Basic Rate, Beacon Overhead, Max TX/Rx rates, Max Tx/Rx MCS.	AirCheck® G3 CyberScope® CyberScope® Air EtherScope® nXG	Yes	No
Advanced Heatmap Filters in Link-Live SSID filtering and reporting is available to all users. With AllyCare support, you get access to additional filtering options: APs, Authorization Class, Band, BSSIDs, Channels, Channel Width, Min Basic Rates, Security, and Type.	AirCheck G3 CyberScope CyberScope Air EtherScope nXG	Yes	No
Cloud-Based Remote Control Simple and secure remote-control that allows you to connect from Link-Live™ directly to your network-connected AllyCare Enabled Product (Requires internet access).	AirCheck G3 CyberScope CyberScope Air CyberScope® XRF EtherScope nXG LinkRunner® 10G	Yes	No
Advanced Topology Mapping in Link-Live Basic topology map controls and reporting are available to all users. With AllyCare support, you get access to detailed map controls, filtering, and advanced reporting options.	AirCheck G3 CyberScope CyberScope Air CyberScope XRF EtherScope nXG LinkRunner 10G	Yes	No

*AllyCare Restrictions *(See AllyCare Support Services Terms & Conditions for complete coverage and limitations at: www.netally.com/allycare-terms-and-conditions)*

- Any product purchased from unauthorized third-parties (e.g., online auction site, end-users, aftermarket users, etc.) will not qualify for nor will receive AllyCare support. Also excluded are products that have been used and then resold.

- Repairs require prior qualification troubleshooting by our Customer Experience & Solutions Center. Damage covered is from normal wear and does not cover accidental product damage or loss. Accessories covered are those included with the original product purchase.

- Products that are sold with 1-year AllyCare Support included have certain features and capabilities enabled. At the end of your existing contract, you must renew your AllyCare Support contract to continue utilizing the enabled features.

- AllyCare membership may not be available in all countries. Please confirm with your NetAlly representative before purchasing.

netAlly

simplicity • visibility • collaboration